

# **State of Alaska FY2003 Governor's Operating Budget**

## **Department of Law Administrative Services Component Budget Summary**

## **Component: Administrative Services**

**Contact: Kathryn Daughhetee, Director**

**Tel:** (907) 465-3673 **Fax:** (907) 465-5419 **E-mail:** kathryn\_daughhetee@law.state.ak.us

## **Component Mission**

The mission of the Division of Administrative Services is to provide support services to departmental programs.

## **Component Services Provided**

- Financial management and forecasting - Regular review, monitoring, and reporting of expenditures and revenues with the additional emphasis on forecasting authorization balances through the end of the fiscal year.
- Budgeting - Annual preparation of the operating and capital budget request for the entire department.
- Fiscal and Accounting - Perform all accounting functions for the department through centralized accounts payable/receivable, review and payment of professional services contracts; federal grant and sub-grant reporting.
- Personnel and Payroll Support - Personnel and payroll management; training in personnel management; assisting managers and supervisors with employee relations and position review and classification; monitoring and providing advice about compliance with personnel rules and labor relations rulings.
- Procurement - Manage the procurement process for outside legal counsel and expert contracts as well as property control and centralized supply and equipment purchases.
- Timekeeping - Calculate and revise the federally approved cost allocation plans and the department's attorney and paraprofessional rate structure; manage the Civil Division's full-time attorney and paraprofessional time reporting system; generate client billings, analyze and forecast the budget results of the department's shared resources cost pool.
- Information Services - Provide computer hardware and software support to each of over 430 computer end-users located in Anchorage, Juneau, Fairbanks, Palmer, Kenai, Bethel, Ketchikan, Kodiak, Nome, Barrow, Dillingham, Kotzebue and Sitka. This support includes: network support, application maintenance and support, and hardware and software installation. In addition the Section provides individual assistance when necessary and presents occasional formal training. Other services provided by the section include web development, technical liaison on projects involving other public agencies, special projects, and service on statewide technical committees that establish the foundations for state government digital communication.
- Mail Services – Provide central mail pickup and delivery services for Juneau offices of the department as well as centralized mail services for certain legal and library supplies for the entire agency. Provide off-site security screening and inspection of ALL incoming mail and parcels in accordance with guidelines established by the Alaska Department of Administration.

## **Component Goals and Strategies**

- Inform and assist the Attorney General, the Deputy Attorneys General, and other department managers in the management of resources by accurately monitoring and forecasting departmental expenditures and the complexity of revenue fund sources in the face of changing litigation demands.
- Provide semi-annual administrative training in Anchorage, Fairbanks and Juneau. Outlying offices participate by sending staff to one of these locations. This training is designed to provide all employees with basic information regarding state and departmental policies and procedures regarding travel, fiscal, procurement, computer networks and desktop support, timekeeping and personnel. With the Administrative Services Division centralized in Juneau, effectively communicating policy and procedure is an issue, especially with frequent changes in support staff in the

Civil and Criminal Divisions. We are experimenting with the classroom style approach, and a consistent curriculum delivered on a regular basis in the hope that it will increase understanding of and adherence to the rules and guidelines that govern many of our business processes.

#### Timekeeping

During FY 2002, we will begin to study the issue of a replacement system for our timekeeping and billing system.

- The current system, while in place less than three years, will not be enhanced and support for the application will discontinue in late FY 2004. Such a study will involve a survey of similar applications used by other states as we do not have the staff or resources to undertake designing, building, and maintaining our own system.

Work continues on the production of a comprehensive "on-line" timekeeping manual for Civil Division attorneys and paralegals.

- Work continues on user customized web-based reporting to access case management, timekeeping and billing data from the timekeeping system.

Quality control measures are being implemented to review monthly all files opened in Javelan.

- 

#### Leasing

The current lease for the department's Anchorage based offices will expire on September 30, 2004. Barring significant rate reductions by the current lessor and a negotiated extension of the existing lease under AS 36.30.083, the space will need to be re-bid at least six months to a year in advance of the expiration date.

- Consideration must be given to relocating the Fairbanks District Attorney's office closer to the new Fairbanks Courthouse. The Fairbanks DA's offices were formerly co-located with the Fairbanks Courthouse. When the construction and opening of the new courthouse was completed in FY 2001, the impact on the DA's office was immediately felt. The distance between the two operations has added a great deal of travel time to the prosecution staff workday, in addition witnesses must be transported and parking can be difficult, especially during the winter months.

#### Contracting & Supply

Implementation of the Statewide Procurement Certification Program begins on January 1, 2002. It will be necessary to ensure all procurement personnel have obtained certification at the appropriate level and receive ongoing training as required under the program.

#### Information Services:

The CRIMES system (Criminal Records Information Management and Exchange System) is used for tracking all department actions relating to prosecution. The CRIMES system is currently made up of three Oracle database servers located in Anchorage, Fairbanks, Juneau, and Ketchikan. CRIMES is a "fat client" database that both tracks information and allows users to generate court documents from the database. While the four existing servers handle all criminal cases, the original plan remains incomplete. The long-range goal is to distribute the CRIMES system to all District Attorney offices in the state, a plan that would involve as many as 12 more servers. The architecture calls for replication among all sites, so that all sites have the complete database. This is essential for quickly researching criminal history, a necessary part of deciding what charges should be filed.

We are working toward a software/hardware upgrade that will involve the newest production version of our Novell Netware operating system at 15 locations. There are two reasons for this upgrade. First, the manufacturer will end support for our current version at the end of this calendar year. Second, the newer version will allow us to move easily to a single network communication protocol, TCP/IP, a protocol that is part of the long-range enterprise strategy for the WAN. The TCP/IP protocol is more efficient on the many WAN links that allow the department to function effectively over our vast geographic area. These upgrades involve deploying higher-capacity servers at several sites, meaning more disk space and more main memory. More disk space allows us to accommodate both the increase number of files that accumulate over time, and the larger files that are required by new software and by new methodologies. The new servers have improved fault tolerance (redundant disk, power, and network interface) and will offer improved service to our users.

- In FY 2002, a Help Desk system was purchased to help manage IT workload. By FY 2003 we will have implemented the new database-driven HelpDesk system that will instill accountability in the efforts of the IT staff, and begin to build a knowledge base that will make the IT staff less dependent on “institutional knowledge” that exists only in the memory of current technicians. The effort will reduce the phenomenon of requests and problems “falling through the cracks.”
- We will continue to enhance the backbone bandwidth of our Local Area Networks located in the larger offices. “Backbone bandwidth” refers to the traffic carrying capacity of the communication links that connect larger aggregations of network users. A backbone segment might connect several floors in a building, for instance. The network traffic on each floor is aggregated in an Ethernet switch and the backbone joins the switches. Bottlenecks tend to arise at the backbone, especially in networks with traffic that increases over time. Traffic on all of our networks is increasing due to modern software that utilizes graphic files, and other digitized information such as evidence audio files, web development, and digitized video.
- In order to improve network security and limit data communication and computing resources to business purposes, network traffic will be prioritized. Prioritization will help to discriminate against inappropriate network traffic and establish “quality of service” for TCP/IP traffic at our largest site. It will also set aside bandwidth for our critical applications. This effort will also give us the beginnings of intrusion detection in the event of network attack. This is a pilot project that may be applied to other large sites in future fiscal years.
- The Department depends on two critical applications, the Crimes database of all of our prosecutor actions, and the Timekeeping and billing database that facilitates recording how much attorney time is expended on each case. This fiscal year we will improve the reporting capabilities of those two systems by expanding the number and quality of reports available to department managers.
- We will install improved power systems at our two largest sites to protect our critical servers from power interruptions.
- Support necessary transitions involved in statewide Telecomm Partnering.

### **Key Component Issues for FY2002 – 2003**

Increasing the quality and value of services with a status quo budget and staffing levels while coping with rapid changes in technology and increasing administrative demands continues to be the major issue facing this division. Specifically, as we consider the road ahead, administrative personnel will need to devote significant time and thought to the replacement of the timekeeping, billing, and case management system. It is anticipated that to successfully accomplish selection and implementation of a replacement system, a cooperative effort involving this division and Civil Division attorneys and paraprofessional staff will be needed. We will begin this effort with a review of systems used by other state attorneys general as well as what is offered by the owner of the current timekeeping and billing software application used by Law, and whatever relevant systems are available from providers. The FY 2004 capital budget request may reflect the budget impact of a replacement system. If we are required to recover the cost of any new system in our timekeeping and billing rate, we will need to consider financing arrangements and the impact on our client agency budgets caused by any resultant increase in the timekeeping rate.

Should moving the Fairbanks District Attorney’s Office become necessary, significant organizational and logistical planning tasks will be placed on this division. Timing the physical move with the establishment of basic business infrastructure services, such as computing and telephonic communications, is critical to minimizing prosecution disruption. Under the best circumstances, unexpected complications crop-up and must be resolved “on the fly”. In Alaska, such complications can run the gamut of frozen plumbing and lack of power to missed deadlines and broken equipment and furniture.

Providing attorneys with easy access to common documents (such as a Brief Bank) is critical. Legal work involves document production, and being able to find a particular document exactly when it is needed can save time. We have a pilot document management system that may lead to a wider rollout. While document management is fairly well understood for smaller legal organizations, such as a typical law firm, issues of scale exist for larger organizations. An organization the size of the Civil Division would be a large law firm, and the Criminal Division is spread over a dozen

communities. It is unclear whether we have sufficient internal expertise for in-house development of an adequate document management system. Technology is not the issue; design and implementation is the challenge.

## Major Component Accomplishments in 2001

### Contracting & Supply

- Obtained purchasing card allowing procurement and accounting staff to significantly streamline the ordering of supplies and equipment and increase the efficiency of the payment process by consolidating multiple transactions onto a single invoice.
- By converting all professional services contracts and amendments to "pdf" form the division is now able to e-mail contracts and amendments to contractors and receive signed copies back via facsimile in a matter of minutes or hours versus the days or weeks previously required.
- All offices are now using electronic postage meters capable of being filled via phone line from a central department account. This has provided an increase in efficiency and better accountability of postage costs statewide.
- At minimal cost to the department, the division obtained new and like-new replacement vehicles for Fairbanks, Palmer, and Kenai District Attorney offices.

### Leasing

- Completed relocation of Bethel and Barrow DA's offices to the new courthouses in each of those communities.

### Timekeeping

- Posted client/project code listing on department web page. This critical document is updated continually and is used by attorneys and case management staff in opening new files and pointing cases to the appropriate billing agency or funding source.

### Fiscal

- Direct links to the State's Administrative Manual have been provided to help Law staff quickly access the codification of many of the administrative policies and procedures governing state functions. Also included on the Administrative Services intranet site are Powerpoint presentations used in training, and standard forms such as the standardized warrant request, mileage reimbursement and travel authorization.

### Information Technology

- Developed a web-based system that allows the public to search abstracts of all Attorney General Opinions issued since statehood. The system, "Internet Attorney General Opinions" or "IAGO" is available through the department's public web site at [www.law.state.ak.us/opinions](http://www.law.state.ak.us/opinions) and allows Acrobat format downloads of opinions issued since 1996.
- Replaced the oldest file servers on our network, servers that were installed when the network was originally constructed. These servers are located in Bethel, Ketchikan, Fairbanks, Palmer and the Anchorage Criminal Division. Replacing a server at a site is a major task and carries the potential for disrupting business operations.
- Deployed nightly virus scanning on all department file servers.
- Installed LAN Ethernet switching components to reduce traffic bottlenecks that existed at our larger network sites.
- Deployed Windows 2000 on 20% of the computers in the Department. This is significant because it is the first rollout of a truly stable desktop operating system after years of Windows 3.x and 9x. Windows 2000 allowed us to deploy desktop "policies" that have served to make our network more manageable and less vulnerable to faulty end-user reconfiguration.

- Began a move to imaging computers for more efficient troubleshooting. The current paradigm for fixing desktop computer problems is to reload all software, and imaging is the quickest way to do it, reducing the time involved from 4 hours to under an hour.
- Worked with Municipality of Anchorage to allow the Anchorage District Attorney's Office to access two key Anchorage systems, the Municipal Prosecutor's Case Management system, and the Police Department's on-line Police Report system.
- Status of CRIMES: Important developments in the deployment of the new prosecution system, CRIMES, have made the system more usable and reliable.
  - 1) Operating System migration: Migration of the three existing Crimes servers to Windows NT was completed in FY2001. The fourth Crimes server was delivered with Windows NT, and all subsequent servers, will be running NT or a later version of the Windows server operating system.
  - 2) Established access to Crimes by the Anchorage Police Department and the Fairbanks Police Departments.

#### Human Resources

- The Human Resources section completed and implemented the classification study of state legal occupations; Legal Secretary and Victim Witness Paralegal. These studies not only encompassed positions in the Departments of Law and Administration, and Office of the Governor, but also individual positions in other Executive Branch departments.

In the first classification study, recruitment and retention problems with legal secretaries made it increasingly difficult for the state to retain and attract experienced legal secretaries. The study endeavored to establish a more effective and specifically defined career path that would better meet staffing and organizational needs while working to help stabilize the department's high attrition levels (46%). A study of this occupation group had not occurred since the early 1970's. The occupational characteristics and descriptions were wholly outdated and did not reflect current law office methods or current office technologies. The study resulted in continuing a two-level career path for Law Office Assistants (formerly Legal Secretaries) - journey and supervisory level – and broadened the minimum qualifications to allow enhanced applicant pools and career paths for secretaries and administrative clerks who possess judicial or law office experience. The study also established a new two-level Law Office Manager series that separately distinguishes this unique occupational field from that of traditional state administrative managers, and extends career-track options within the legal support occupations. The project required a salary study to determine the appropriate compensation for the Law Office Assistant class series and for the new Law Office Manager job class series.

The second classification study was accomplished to meet a need within the department's Criminal Division to specifically distinguish the work of "paralegals" who provide victim/witness coordinator and trial support in prosecution offices, statewide. The existing Paralegal Assistant I and II job class series served to distinguish paralegals engaged in civil litigation, but did not fully distinguish the trial support work that is performed in the prosecution environment, and the minimum qualification requirements for the Paralegal Assistant class series did not allow competition by the widest group of otherwise qualified candidates. The study resulted in a new job class series; Victim Witness Paralegal I and II, and more specifically related minimum qualifications to attract optimally experienced candidates. State classification studies require a salary survey in order to complete the study process. The salary survey determined that the Victim Witness Paralegal class series should be established at the same pay ranges as was the existing Paralegal Assistant class series.

### Statutory and Regulatory Authority

AS 44.23.020

## Administrative Services

### Component Financial Summary

All dollars in thousands

	FY2001 Actuals	FY2002 Authorized	FY2003 Governor
<b>Non-Formula Program:</b>			
<b>Component Expenditures:</b>			
71000 Personal Services	1,026.2	1,102.1	1,166.2
72000 Travel	21.1	7.8	7.8
73000 Contractual	83.4	81.7	81.7
74000 Supplies	11.4	46.0	26.0
75000 Equipment	4.8	0.0	0.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
<b>Expenditure Totals</b>	<b>1,146.9</b>	<b>1,237.6</b>	<b>1,281.7</b>
<b>Funding Sources:</b>			
1004 General Fund Receipts	509.3	507.3	538.6
1005 General Fund/Program Receipts	46.2	50.5	51.4
1007 Inter-Agency Receipts	586.8	679.8	691.7
1053 Investment Loss Trust Fund	3.6	0.0	0.0
1108 Statutory Designated Program Receipts	1.0	0.0	0.0
<b>Funding Totals</b>	<b>1,146.9</b>	<b>1,237.6</b>	<b>1,281.7</b>

### Estimated Revenue Collections

Description	Master Revenue Account	FY2001 Actuals	FY2002 Authorized	FY2002 Cash Estimate	FY2003 Governor	FY2004 Forecast
<b>Unrestricted Revenues</b>						
None.		0.0	0.0	0.0	0.0	0.0
<b>Unrestricted Total</b>		<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Restricted Revenues</b>						
Interagency Receipts	51015	586.8	679.8	679.8	691.7	691.7
General Fund Program Receipts	51060	46.2	50.5	50.5	51.4	51.4
Statutory Designated Program Receipts	51063	1.0	0.0	0.0	0.0	0.0
Investment Loss Trust Fund	51393	3.6	0.0	0.0	0.0	0.0
<b>Restricted Total</b>		<b>637.6</b>	<b>730.3</b>	<b>730.3</b>	<b>743.1</b>	<b>743.1</b>
<b>Total Estimated Revenues</b>		<b>637.6</b>	<b>730.3</b>	<b>730.3</b>	<b>743.1</b>	<b>743.1</b>

**Administrative Services****Proposed Changes in Levels of Service for FY2003**

No service changes.

**Summary of Component Budget Changes****From FY2002 Authorized to FY2003 Governor***All dollars in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2002 Authorized</b>	<b>557.8</b>	<b>0.0</b>	<b>679.8</b>	<b>1,237.6</b>
<b>Adjustments which will continue current level of service:</b>				
-Year 3 Labor Costs - Net Change from FY2002	12.2	0.0	11.9	24.1
-Adjust vacancy factor by fund source between line items and components	20.0	0.0	0.0	20.0
<b>FY2003 Governor</b>	<b>590.0</b>	<b>0.0</b>	<b>691.7</b>	<b>1,281.7</b>



**Administrative Services****Personal Services Information**

<b>Authorized Positions</b>		<b>Personal Services Costs</b>	
	<b>FY2002</b>	<b>FY2003</b>	
	<b>Authorized</b>	<b>Governor</b>	
Full-time	19	20	Annual Salaries 886,910
Part-time	1	0	COLA 22,908
Nonpermanent	0	0	Premium Pay 0
			Annual Benefits 293,603
			<i>Less 3.09% Vacancy Factor</i> (37,221)
			Lump Sum Premium Pay 0
<b>Totals</b>	<b>20</b>	<b>20</b>	<b>Total Personal Services 1,166,200</b>

**Position Classification Summary**

<b>Job Class Title</b>	<b>Anchorage</b>	<b>Fairbanks</b>	<b>Juneau</b>	<b>Others</b>	<b>Total</b>
Accounting Clerk I	0	0	1	0	1
Accounting Clerk II	0	0	1	0	1
Accounting Spvr II	0	0	1	0	1
Accounting Tech I	0	0	2	0	2
Administrative Svcs Mgr	0	0	1	0	1
Division Director	0	0	1	0	1
Human Resources Mgr II	0	0	1	0	1
Mail Svcs Courier	0	0	1	0	1
Micro/Network Spec I	1	0	1	0	2
Micro/Network Spec II	1	0	0	0	1
Micro/Network Tech I	1	0	1	0	2
Micro/Network Tech II	1	0	1	0	2
Personnel Asst I	0	0	1	0	1
Personnel Specialist I	0	0	1	0	1
Program Budget AnalystIII	0	0	1	0	1
Supply Technician II	0	0	1	0	1
<b>Totals</b>	<b>4</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>20</b>